



## ARIZONA DEPARTMENT OF HEALTH SERVICES

### Guidance for Spas, Massage Therapists, and Personal Services

**Per the Centers for Disease Control and Prevention (CDC) guidance, under all circumstances, the following precautions should be taken by *people utilizing spa, massage therapy, and other personal services*:**

- [Stay home if you are sick.](#)
- Protect yourself while visiting spas, massage therapists, and other personal services:
  - Avoid close contact and stay at least 6 feet away from others, when feasible.
  - Wash your hands often and after leaving the establishment with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Cover your cough or sneeze with a tissue or your sleeve (not your hands) and immediately throw the tissue in the trash.
  - Consider the use of a cloth face coverings, when feasible **but not while in the water, in a steam room, sauna, or other area where breathing may become more difficult.**
    - Coverings should not be placed on children less than 2 years of age, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cover without assistance.
  - If possible, use touchless payment methods. If you must handle money, a card, or use a keypad, use hand sanitizer immediately after.
  - If you are at [higher risk](#) for severe illness, you should avoid visiting spas, massage therapy facilities, and other personal service establishments. People at higher risk for [severe illness](#) include adults 65 or older and people of any age who have serious underlying medical conditions.

To the extent possible, spas, massage therapy, and other personal service establishments should take measures to ensure that employees and guests follow these guidelines.

**The Arizona Department of Health Services recommends the following additional steps be taken by *spas, massage therapy facilities, and other personal service establishments*:**

- Implement physical distancing precautions that maintain at least 6 feet between guests who do not live in the same household, when possible:
  - Arrange waiting areas, service areas, and break rooms to provide for appropriate physical distancing and sanitize areas between each use.
    - Consider having customers wait in their cars before their appointment.
  - Consider operating by appointment-only to manage occupancy levels.
  - Operate with reduced occupancy and capacity based on the size of the business location.



## ARIZONA DEPARTMENT OF HEALTH SERVICES

- Enforce similar physical distancing requirements in employee-only spaces, such as dining rooms, uniform control areas, and shared office spaces.
- Consider contactless check-ins.
- Stagger the use of communal spaces and restrict common areas where people are likely to congregate and interact.
- Stagger appointments to limit how many people are in the facility at the same time.
- For treatments that require touching someone's face, provide and require employees to wear gloves when possible.
  - Implement symptom screening for customers scheduled to have services that require employees to touch the face.
  - For treatments/appointments that don't require touching the face, clients should be encouraged to wear a mask as long as wearing a mask does not restrict breathing.
- Post signage at entrances about how to stop the spread of COVID-19, properly wash hands and practice other protective measures, as well as advising those with symptoms of illness to not enter.
- Ensure that ventilation systems of indoor spaces operate properly.
  - Increase the circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods.
- Ensure that all water systems like drinking fountains, decorative fountains, and hot tubs are safe to use [after a prolonged facility shut down](#) to minimize the risk of [Legionnaires' disease](#) and other waterborne diseases.
- Consider having customers wash their hair at home to reduce traffic near the shampoo area.
- Consider eliminating blow drying to reduce the spread of germs.
- Provide adequate supplies to support healthy hygiene behaviors, including soap, hand sanitizer with at least 60% alcohol, disinfecting wipes, tissues, and no-touch trash cans.
  - Require employees to wash their hands immediately before and after providing client services.
- Implement comprehensive sanitation protocols, including sanitizing equipment before and after every use.
  - Provide disposable disinfectant wipes, cleaner, or spray so to wipe down frequently touched surfaces and equipment.
  - Wipe any pens, counters, or hard surfaces between use or customer.
  - Consider removing equipment that is difficult to clean.
  - Consider limiting facility hours to allow for proper sanitation.
  - Implement enhanced sanitation of locker room areas.
  - Require employees and customers to clean out lockers nightly to facilitate overnight deep cleaning processes.
  - Do not have clients share items that are difficult to clean, sanitize, or disinfect.
- Use a system that separates the already cleaned and disinfected items from the items that need to be cleaned and disinfected.



## ARIZONA DEPARTMENT OF HEALTH SERVICES

- See additional [CDC reopening guidance](#) on cleaning and disinfecting.

The list of EPA-approved disinfectant products for emerging viral pathogens expected to be effective against COVID-19 can be accessed [here](#).

### **The Arizona Department of Health Services recommends the following additional steps be taken by staff:**

- Document and communicate flexible sick leave policies that permit adherence with public health isolation and quarantine guidance.
- Implement symptom screening for employees prior to the start of their shift.
- Train all staff on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Have employees maintain at least 6 feet separation from other individuals and ensure the use of cloth face coverings, when possible.
- Provide appropriate personal protective equipment (PPE) for employees in accordance with public health recommendations.
- Provide adequate supplies in employee workspaces to support healthy hygiene behaviors, including soap, hand sanitizer with at least 60% alcohol, disinfecting wipes, tissues, and no-touch trash cans.
- Remove shareable items such as magazines, menus, and other supplies.
  - Consider single use items, where possible.
- Clean and disinfect shared furniture, equipment, towels, and gowns/robes between each use.
- Use disposable gloves while laundering towels, clothing, sheets, gowns/robes using disposable gloves and, in accordance with manufacturer's instructions, use the warmest allowable water temperature and ensure items are completely dried.
  - Do not shake used laundry items.
  - Clean and disinfect bins that hold used laundry items.
  - Wash hands right away after removing gloves and handling used laundry items.

**For additional guidance on cleaning, visit CDC's [Cleaning and Disinfecting Your Facility](#) page and CDC's [Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#).**

**For COVID-19 questions, please call the Arizona COVID-19 Hotline at: 1-844-542-8201**